

Start Your Training Here

Thank you for using New Horizons as the single source for all your training.



How to Register

Please register early. You can register by phone or e-mail.

To register by phone, call (570) 270-2700 and your Training Consultants's extension, or "103" if you're a new customer.

To register by e-mail, please see our easy registration process at nhnepa.com.

> sales.wilkesbarre@newhorizons.com

> sales.allentown@newhorizons.com

> sales.reading@newhorizons.com

Be ready with your name, course, preferred date, company or credit card billing information, and your club membership or coupon number. Be sure you have the prerequisites for any course you want to take. If you're unsure, talk to your Training Consultant.

Payment is due in full by the date of the class. If you do not confirm 72 hours prior to class, your seat may be given to another student.

Course Prerequisites

All our level 2 & 3 courses build upon skills developed in earlier classes. For complete course outlines, please contact your Training Consultant or go to newhorizons.com.

On Class Day

Please arrive 30 minutes prior to your class time. If you arrive more than 15 minutes late, we may give your seat to another student. If you arrive more than 30 minutes late, you may not be admitted.

Please bring a jacket or sweater, because room temperature may vary. If you're repeating a course, bring the courseware manual you received.

Rescheduling :

Applications/Business Skills Classes:

If you cannot attend an **Applications/ Business Skills Class** for which you hold a reservation, you must notify your Training Consultant within six (6) business days prior to the class date to reschedule your class at no additional charge. If you cancel or reschedule your class less than six (6) business days prior to the class date, no refund will be issued.

If a student chooses to reschedule for a future date, a \$50 "rescheduling fee" will be assessed.

Technical, Dedicated or On-site Classes:

If you cannot attend a **Technical, Dedicated or On-site Class** for which you hold a reservation, you must notify your Training Consultant within eleven (11) business days prior to the class date to reschedule your class at no additional charge. If you cancel or reschedule your class less than eleven (11) business days prior to the class date, no refund will be issued.

If a student chooses to reschedule for a future date, a \$200 "rescheduling fee" will be assessed.

Mentored Learning:

Failure to attend or to cancel a scheduled Mentored Learning session without at least 2 business days notice will result in a charge of \$50 and you will not be allowed to attend any subsequent sessions until this charge is paid. If you are unable to attend a Mentored Learning session, please contact your Account Executive at least 72 hours in advance to avoid Lab images will only be saved for 30 days. After that time, they will be deleted and you will have to restart the labs.

Club Members:

If you cannot attend a class for which you hold a reservation, you must notify your Training Consultant within six (6) business days prior to the class date to reschedule your class at no additional charge. If you cancel, reschedule or no-show for your class less than six (6) business days prior to the class date, a \$25 fee will be charged and you will not be eligible to take classes until the fee is paid. Club members who repeatedly fail to comply with this notification policy may have their membership cancelled. No refunds or transfers will be granted for Club memberships.

Cancellation/Refunds

> All training classes, test vouchers and practice exams are valid for 1 year from date of purchase unless you request an extension in writing prior to expiration.

> You will be entitled to a 75% refund, if you cancel in writing, within six (6) business days for Applications/Business Skills and eleven (11) business days for Technical, Dedicated or On-

site class prior to the class date.

> Refunds on Packaged Certification Tracks are based upon the total amount and time completed as follows:

(0 - 25% = 75% refund, 26 - 50% = 50% refund, 51% or more = 0% refund)

Online Anytime:

1. The user is entitled to a full refund within 30 days of purchase date, if the program was not initialized.

2. If the user requests a refund within 72 hours after initializing the program and within the 30 days of purchase, they will receive a full refund.

3. No refunds will be given after 30 days of purchase date.

Severe Weather Closing Policy

In the event of severe weather, call New Horizons at (570) 270-2700 extension 150 after 6:00 AM. If scheduled classes will not be conducted, there will be a recorded message with closing information on the main line. If there is no message regarding weather, classes will be conducted as usual. We also list our closings or cancellations on <http://www.wnep.com> (Channel 16) and <http://www.wfmz.com> (Channel 69). You can also sign up at their website to have this info e-mailed directly to you. Closings and delays can also be heard on WLEV-FM (Soft Rock 100.7), WKFB-FM (107.5 Frank FM), WODE-FM (The Hawk), WWYY-FM (Lite 107), WCTO-FM (Cat Country 96), WEST-AM 1400, WBYN-AM 1160, and the Reading Eagle at <http://www.readingeagle.com> You can also sign up to have this info e-mailed directly to you.

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